

PRIVACY REGULATIONS HUMANTOTALCARE B.V.

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Contents

- Introduction 3
- Processing of personal data by HumanTotalCare 4
- Data of visitors to HumanTotalCare websites 4
- Details of suppliers of goods and services to HumanTotalCare..... 4
- Data of HumanTotalCare employees 5
- Applicant data..... 5
- Categories of personal data 6
- Purposes 6
- Basis..... 6
- Retention period 6
- Security 6
- Disclosure of personal data to third parties 7
- Your rights 7
- Notice 8
- Right to object 8
- Processing your request 8
- Cookies 8
- Contact Details 8
- Where can you find this privacy policy? 9
- Third-Party Websites 9
- Alterations 9

Introduction

This privacy policy relates to the processing of personal data by HumanTotalCare B.V. ('**HumanTotalCare**'). Processing of personal data includes, among other things, the collection, storage, recording, modification, retrieval, consultation or destruction of personal data.

HumanTotalCare consists of different brands and together we have one common goal in mind: #meerbetekenen for working people in the Netherlands. Based on our expertise and love for the profession, we provide professional guidance and support to employers and their employees in the field of absenteeism and sustainable employability. Together with our client, we respond to the changing developments within work and society. Positive health is the basis on which we combine our expertise, sincere attention and data. We give what our customers really need, we are proud of it and we are happy to share it. We do this from different brands, each for its own customer segment. ArboNed takes care of the burden on SMEs.

HumanCapitalCare works with large corporate clients on the basis of an integrated range of services. Finally, Mensely is the knowledge partner and service provider when it comes to self-management and leadership and employability. Within our brands, 2,000 employees work for more than 64,000 employers and approximately 1.4 million workers.

In the performance of its services, HumanTotalCare processes personal data. In this privacy policy, we explain to you, among other things, which personal data we process, for what purposes and on what basis.

We handle the personal data we process with care and comply with applicable laws and regulations, including the General Data Protection Regulation ('GDPR')¹. This means, among other things, that HumanTotalCare:

- A. informs you in an understandable and transparent manner about how and for what purposes the personal data are processed;
- B. processes personal data only for specified purposes and bases the data processing on one of the bases set out in the GDPR;
- C. take appropriate security measures to protect personal data against loss and theft;
- D. inform you of your rights with regard to the personal data processed by HumanTotalCare;
- E. has appointed a Data Protection Officer who monitors the careful processing of personal data within our organisation, supervises compliance with obligations under the GDPR and acts as a contact person for the Dutch Data Protection Authority.

This privacy policy is established and managed under the responsibility of the management of HumanTotalCare.

¹ The General Data Protection Regulation (GDPR) is the General Data Protection Regulation. Our privacy policy is also available in English via our website.

Processing of personal data by HumanTotalCare

Data of visitors to HumanTotalCare websites

Through the websites of HumanTotalCare, including www.humantotalcare.nl and www.expertisecentrumonregelmatigwerken.nl, personal data about you may be processed.

Categories of personal data

- If you visit a HumanTotalCare website and contact us via the contact form, for example with a request for information, we may process the following personal data about you:
 - A. Name;
 - B. E-mail address;
 - C. Telephone number;
 - D. Name of the organization where you work.

- If you sign up for one of our newsletters, training courses or courses, we may process the following personal data about you:
 - Name;
 - Gender;
 - E-mail address;
 - Organisation for which you work;
 - Function;
 - Telephone number.

Purposes

HumanTotalCare processes the above personal data for the following purposes:

- To be able to answer the question you have asked;
- To be able to send you the requested information;
- Processing your subscription to the newsletter and being able to send you the newsletter;
- To be able to allow you to participate in a training or course and to ask for feedback from you about the training or course.

Basis

If you contact us via the contact form or register for a training or course, HumanTotalCare has a legitimate interest in processing the above personal data. The processing of this data is necessary in order to be able to handle your message or to enable your participation in the training or course.

If you subscribe to a newsletter, we will only process your personal data after you have given us your explicit consent. You may withdraw your consent at any time by notifying us in writing.

Retention period

Personal data of visitors to the website will be deleted after your request or question has been answered, your comment has been processed, you unsubscribe from our newsletter or the training or course has taken place.

Details of suppliers of goods and services to HumanTotalCare

Categories of personal data

If HumanTotalCare enters into a business relationship with a supplier of goods and services for the purpose of HumanTotalCare's business operations, the following personal data may be processed:

- A. First and last name;
- B. E-mail address;
- C. Business phone number;
- D. Business address and place of residence;
- E. Function;
- F. Name of the company you work for.

Purposes

HumanTotalCare processes the above personal data for the following purposes:

- Processing invoices;
- Maintaining the business network of HumanTotalCare; Basis

HumanTotalCare processes the above-mentioned personal data because this is necessary to be able to execute agreements with suppliers.

Retention period

We store the personal data or data carriers containing personal data that are necessary to comply with our administration obligation for the statutory retention period. Other personal data will be deleted after termination of the relationship with our suppliers.

Data of HumanTotalCare employees

We process personal data of our employees. We do not take the processing of this data into account in this privacy policy. At the time of employment, we explain to our employees how we handle their personal data.

Applicant data

Categories of personal data

HumanTotalCare processes the following personal data of applicants:

- A. Name;
- B. Email;
- C. Address;
- D. Telephone number;

Other information that is (or may be) important in the context of the assessment of your suitability as a candidate, such as curriculum vitae, references and certificates.

Purposes

The above-mentioned personal data is processed in order to ensure that the application procedure runs smoothly, including:

- Being able to contact the applicant to make an appointment or to provide feedback;
- Being able to assess the applicant's profile for the position for which they have applied.

Basis

HumanTotalCare has a legitimate interest in processing the above-mentioned personal data. The processing of this data is necessary for the application procedure to run smoothly.

Retention period

If the applicant does not submit to us, the personal data will be deleted four weeks after the vacancy has been filled, unless he gives permission to keep his personal data for a longer period.

Processing of personal data for commercial communications

Categories of personal data

We may use public and intended contact details of (potential) customers to send information about our services. In that case, we process the following personal data:

- A. Name;
- B. Email.

Purposes

The above-mentioned personal data are processed in order to be able to send targeted commercial messages to (potential) customers in order to provide information about the services and products of HumanTotalCare.

The (potential) customer can unsubscribe from receiving commercial communications from HumanTotalCare at any time.

Basis

HumanTotalCare has a legitimate interest in processing personal data of its customers in order to send commercial messages to them. We believe it is important to maintain our customer relationships and to provide our customers with relevant information.

We will only send commercial communications to potential customers after we have obtained their express consent to do so or if permitted by law or regulation.

Retention period

Your personal data will be deleted if:

- The customer no longer has a relationship with HumanTotalCare;
- A potential customer has withdrawn his explicit consent to be allowed to send commercial messages;
- The (potential) customer has unsubscribed from receiving commercial communications from HumanTotalCare.

Security

Adequate security of your personal data is very important. HumanTotalCare takes all reasonable and appropriate technical and organizational measures to safeguard the confidentiality, integrity and availability of your personal data. We process your personal data within the Netherlands. Personal data will not be transferred to countries outside the European Economic Area ("EEA").

If, despite the security measures taken, a security incident occurs, we will take measures to limit the consequences for your privacy as much as possible.

Disclosure of personal data to third parties

HumanTotalCare can provide personal data to third parties if there is a legal basis for doing so and this may be done in accordance with laws and regulations. If HumanTotalCare provides personal data to third parties, it will, in principle, obtain prior permission from you, unless this is not required by law. For example, HumanTotalCare may be legally obliged to provide data, including personal data, to certain (government) agencies, such as Statistics Netherlands (CBS) and the National Institute for Public Health and the Environment (RIVM).

Your rights

You have the right to request us in writing to:

- **access to your personal data.** You can ask us if we process your personal data. If this is the case, we will explain to you which of your personal data we process, how we do this and for what purposes. You can also request us to provide you with a copy of the personal data we process about you;
- **Rectification of your personal data.** If you believe that the personal data we process about you is incorrect or incomplete, you can request us to supplement or amend your data;
- **Destruction of your personal data ('right to erasure').** You can request us to erase the personal data we process about you. Upon receipt of a request to do so, we will delete your data without undue delay if:
 - the data is no longer necessary for the purpose for which we processed it;
 - you no longer give us permission to process your personal data;
 - you object to the processing of the personal data and there is no reason why we should be allowed to continue processing the data;
 - the data has been processed by us in the context of direct marketing;
 - the personal data should not have been processed by us ('unlawful processing');
 - The law obliges us to delete the personal data.

If there is a legal retention obligation, we are not allowed to destroy personal data on request.

Restriction of the processing of your personal data. You can request that the processing of your personal data be restricted. We will comply with such a request in the following cases:

- You believe that the data we process about you is inaccurate. Until the data has been checked and possibly adjusted or supplemented, we will not use this personal data;
- We should not have processed the personal data, but you do not want us to (completely) delete your personal data.
- We no longer need your personal data, but you still want to be able to use this data to file a claim or start legal proceedings;
- You object to our processing of your personal data and we have not yet assessed

this objection.

If there is a restriction on the processing of your personal data, we will only process this data with your consent. We will notify you before the restriction is lifted.

- **Transfer of your personal data.** You can request us to provide you with a copy of the personal data we process about you. We will provide you with a copy in a commonly used format that can be used if, for example, you want to transfer the data to another service provider, such as another occupational health and safety service. If this is technically possible for us and you wish to do so, we can transfer the personal data directly to your new service provider. You can request that we erase your personal data on the basis of your right to erasure.

Notice

At your request, we may rectify, erase or restrict the processing of your personal data. It is possible that we have provided the personal data to which your request relates to a third party. If we have rectified, erased or restricted the processing of your personal data, we will notify these third parties, unless this is not possible for us. At your request, we will provide you with information about these third parties.

Right to object

You also have the right to **object** in writing to the processing of your personal data. If you object, please explain to us why you do not agree with the processing of your personal data.

Processing your request

Requests that you address to us on the basis of the above rights will be carried out as soon as possible and at the latest within one month of receipt. We may need more time to process your request. If so, we will notify you within one month of receipt of your request at the latest. In that case, we may extend the period within which your request will be carried out by a maximum of two months.

If we do not comply with your request, we will notify you in writing no later than one month after receipt of the request. In that case, you have the right to file a complaint with the Dutch Data Protection Authority.

Cookies

HumanTotalCare uses cookies on its website. In our [cookie statement](#) you can read more about what cookies are and which cookies HumanTotalCare places on its website.

Contact Details

If you have any questions about this privacy policy, our cookie statement or the processing of your personal data by HumanTotalCare, please contact our Data Protection Officer using the contact details below.

HumanTotalCare B.V.
Attn: Data Protection Officer Science Park Eindhoven
5127

5692 ED Son
Phone: 040-20 66 900
E-mail address: privacy@humantotalcare.nl

Where can you find this privacy policy?

The regulations can be viewed and downloaded free of charge from the website www.humantotalcare.nl.

Third-Party Websites

This privacy policy does not apply to third-party websites that are linked to our website.

Alterations

We reserve the right to change this privacy policy. Changes will be published on our website. It is recommended that you consult this Privacy Policy regularly so that you are aware of any changes.

This Privacy Policy was last updated in October 2024